

Abstract

A contact relating to a communication being processed
in a contact centre (such as for example a voice call,
5 video call or chat session) is allocated a unique
identifier. A web page is accessible to the remote
customer involved in the communication. On entering
the unique identifier in the web page the user is
provided with a customised page including information
10 regarding the status of the contact (such as for
example queue position, queue skillset, and expected
wait time) and the user can select options in this page
to influence the processing of the contact by the
contact centre, such as by switching queues, requesting
15 a specific agent to handle the contact or terminating
the contact and substituting an email or a callback
request.

(Fig. 3)